

## **Changes in Primary Care**

Fox Army Health Center continues to strive toward providing the best healthcare in the Army. Within the next month there will be several changes in how services are provided in the primary care arena. Improvements in both your ability to access care and the quality of the care you receive is the two-fold goal.

The new organization practice, **Primary Care Manager by Name (PCMBN)**, was implemented in May 2003. The basis of this practice is when you need care, you will see your assigned Primary Care Manager. The only time you should see another provider is if your Primary Care Manager is on leave, temporary duty (TDY), or deployed. Over the past months we have worked diligently to ensure that you as the patient see your Primary Care Manager if at all possible.

**In March of 2004 the Primary Care teams will re-group from six clinics into four clinics.** The clinic teams will consist of Internal Medicine Clinic (Maladkar and Hale), Pediatric Clinic (Ekambaram, Barksdale), Primary Care Clinic One (M. Cooke, Sullivan, Patel, Ulrich, C. Cooke) and Primary Care Clinic Two (Frye, Koler, Everett, Fernandes, Yost, Meyers).

Your assigned Primary Care Manager will not change due to this restructuring. The purpose is to better provide continuity of your care and to streamline our organization. If your Primary Care Manager is unavailable, you will see one of the other providers on your clinic team who will be more familiar with your healthcare needs. Your Primary Care Manager's nursing and support staff will still answer the phone, make appointments, assist with consults and medication refills, and provide medical advice as requested.

### **How will this affect my care?**

Your access to care will not be affected in any way by this organizational change of clinic structure. We anticipate a great improvement in our ability to provide a more efficient delivery of healthcare to our patients. You will see minor physical changes to the clinics and will still schedule appointments as before. If you need an appointment with your Primary Care Manager today, we will accommodate your healthcare needs, focusing on doing today's work today. The staff at Fox Army Health Center is committed to PCM by Name and is striving each and every day to provide the best healthcare in the Army.